

Lhea Estioco

Abu Dhabi

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Work Experience

Machine tool operator/cashier/play attendant

Sparkys Amusement

July 2015 to March 2019

- Clean riding device.
- Identify and escalate any repair to management promptly.
- Inspect riding device for any malfunctions before opening to public.
- Ensure that all patrons are safely seated and safety belts and bars are secure before starting the rides.
- Follow device maintenance and safety procedures at all times.
- Monitor and report unsafe conditions to manager promptly.
- Provide excellent customer service.

Phone Banker(Call Center Agent)

Wells Fargo

September 2014 to March 2015

- Resolve customer concerns over the phone
- Offer products that meet customers' ongoing financial needs
- Care deeply about providing exceptional customer service
- Receive frequent recognition and rewards for exceeding their sales goals
- Enjoy making a positive first impression to all customers
- Must think critically, solve problems, and develop customer relationships

Quality Specialist

Teleservices Direct

March 2014 to October 2014

- Monitoring calls of the agents.
- Coaching the agents and giving feedback from their calls.
- Making sure that the agents follow the standard procedure in taking calls.
- Measures and evaluates the performance of the agent.
- Send email regarding the agents coaching and performance.
- Report to the quality manager for daily, weekly and monthly evaluations.
- Attend call calibrations daily, weekly and monthly with the groups of QA.

Sales Representative(Call Center Agent)

Teleservices Direct (SXM Satellite Radio)

April 2013 to March 2014

- Enter information into a computer as you are speaking with customers
- Use multi-line phone systems

- Make arrangements for the installation, removal or change of services and/or products
- Establish accounts in billing systems
- Quote and compute rates for new services accurately
- Summarize the contact and explain what will happen next
- Assist with inbound calls during times of high volume
- Interact with other functional groups to ensure customer satisfaction
- Meet established productivity goals: sales, call handling time, records accuracy

Customer Service Representative(Call Center Agent)

Teleperformance (Virgin Mobile USA)

September 2010 to April 2013

- Answer phones and respond to customer requests.
- Sell product and place customer orders in computer system.
- Provide customers with product and service information.
- Upsell products and services.
- Transfer customer calls to appropriate staff.
- Identify, research, and resolve customer issues using the computer system.
- Follow-up on customer inquiries not immediately resolved.
- Complete call logs and reports.
- Research billing issues.
- Research misapplied payments.

Education

BSBA

University of the Cordilleras

Skills

Microsoft office

Awards

Employee of the month

January 2016

I got the employee of the month of January with my present company

Employee of the Month

March 2017

I got this award with my present company for the month of March

Employee of the month

December 2017

I got this award with sparkys amusement for the month of December

Employee of the month

January 2018

I got the award from sparkys amusement